



BUILDING SERVICES COMMITTEE

MEETING NOTES

August 5, 2010 – 2:00 p.m. to 3:00 p.m. – Lobby Boardroom

IN ATTENDANCE:

Committee Members: Wendy Cathcart, Jim Crosscombe, Glenda Costa, Blair Webster, Sherry Funston and Lore Dehmel

Regrets: None

SUBJECT: Building Services Committee Meeting

Topics Discussed

<i>Agenda Items</i>	<ul style="list-style-type: none"> • Customer Survey Results – review status column • Review draft presentation for members meeting in Sept • Select committee member to do Sept presentation to members • Other Business <ul style="list-style-type: none"> ○ KidSport Space / New Lunchroom Location ○ Marketing Director – Posting ○ Lobby Signage ○ Underground Parking for Corporate Vehicles ○ MP Office Expansion ○ SAO Brochure • Friendly Reminders <ul style="list-style-type: none"> ○ Member Meeting – Sept 1st or 8th ○ SAO AGM – Sept 14th – 12 Concorde – CSC Suite ○ Building BBQ – Aug 10th and 11th • Next Meeting – Thursday, August 19th at 2pm
<i>Customer Survey Results – Review Status Column</i>	<ul style="list-style-type: none"> • Committee reviewed new revisions • Made some suggested changes: <ul style="list-style-type: none"> ○ Page number document ○ Page 2 – remove new added comment under 2 full-time staff as this pertains to the Marketing posting • Lore to maintain updating chart with on-going develops • Lore to send the committee revised report prior to members meeting
<i>Review Draft Members Presentation</i>	<ul style="list-style-type: none"> • Committee reviewed draft presentation • Made some suggested changes: <ul style="list-style-type: none"> ○ Page 2 change the number 49 to 53 ○ Page 6 – revise wording to read: Committee task force was created in regards to invoicing – progress report end of Sept. + Glenda to add a paragraph after 2nd bullet ○ Page 7 – added a paragraph above bullets identifying the value of

	<p>this service – be more positive – Jim to send Lore a paragraph to inserted into the slide</p> <ul style="list-style-type: none"> ○ Page 8 – complete rewording – to read: Committee continue to investigate questions. A critical path has been set. ● Lore to send revised slide show prior to members meeting once she has received revisions from Glenda and Jim ● Jim agreed to present the report at the next Members meeting
Other Business	<ul style="list-style-type: none"> ● KidSport Space <ul style="list-style-type: none"> ○ Lore spoke with Jim who said “won’t work” to giving up the space for a lunchroom – KidSport needs storage space so they use a lot of their office for space and the volume of traffic having staff in the hallways would be too noisy – noise would impact others in the offices ● Marketing Director Posting <ul style="list-style-type: none"> ○ Lore advised the posting has gone out as of to send revised slide show prior to members meeting once she has received revisions from Glenda and Jim ● Lobby Signage <ul style="list-style-type: none"> ○ Lore informed the group new Conferencing signage has been ordered and will go up the week of Aug 16th – a great suggestion by the group as well as, a suggestion from the survey results ● Underground Parking for Commercial Vehicles <ul style="list-style-type: none"> ○ Lore met with Crown and they indicated they can do month to month for a fee of \$75/month/vehicle BUT only until Nov 1st. ○ Nov 1st new tenants are moving in and space is needed so all month to month spots will be revoked ● MP Office Expansion <ul style="list-style-type: none"> ○ Jim approved office expansion for MP – MP has been suffering with minimal space - just waiting to hear back from Crown for approval to begin expansion – taking the one office as a result of Coaches of Ontario office expansion. ● New Discussion <ul style="list-style-type: none"> ○ Lunchroom – Lore to investigate construction and furniture cost to take down wall between kitchenette and copier room on 3rd floor ○ Lore to find out who uses the 3rd floor copier and for those using the copier, will they is okay to go inside SAO to do their copying? ○ Next customer satisfaction survey – we build in a clause letting people know that issues with a concern of ????? of people will get investigated – i.e. if only 1-4 people out of 25 respondents indicate the same service concern, it won’t be investigated. We will need to come up with threshold # prior to next survey going out.
Friendly Reminders	<ul style="list-style-type: none"> ● Member Meeting – Sept 1st or 8th – Lore to confirm with Jim ● SAO AGM – Sept 14th at 12 Concorde Place ● Building BBQ – hosted by Crown – Aug 10th and 11th
Handouts	<ul style="list-style-type: none"> ● 1st draft of the presentation update to the members in Sept.

Next Meeting: Tentative – Sept – date to be determined